



WAREHOUSE SUPPORT SERVICES TO GET ONLINE ORDERS OUT ON TIME

Case Study: Warehouse Support – DIY Store Chain

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A market leading DIY store chain in Ireland, with 35 branches nationwide, required the support of RGIS. The DIY store chain offer an extensive range of DIY products, paints, lighting, home-style, housewares, bathroom accessories, building, gardening products and fitted kitchens. The store stock over 30,000 products and built a reputation on offering the most comprehensive range of quality products for every area of the home.



REQUIREMENT

The DIY store chain needed a solution to **help reduce the backlog of online orders** that needed to be delivered to customers before Christmas.

The DIY store chain required RGIS to provide the following:

- **Reduce the backlog** of online orders
- **Receive and process** customer online orders
- Complete orders within a **strict timeframe**



SOLUTION

The DIY store chain partnered with RGIS to complete the **online warehouse staff support project**, so RGIS provided the following:

- Scheduled an **experienced team of RGIS auditors** for three weeks
- The auditors helped with the following:
 - Received orders in the DIY store's system
 - Identified the product
 - Packaged up product
 - Dispatched the ordered product out to the customer



RESULTS

The DIY store chain found by outsourcing the **online warehouse staff support project** to RGIS, the following results were achieved:

- The **backlog of orders was dramatically reduced** in time for Christmas
- All orders went out **correctly and on-time**
- **Completed within a tight time frame**, as requested by the customer
- Kept the DIY store's customers happy without having to extend delivery times



By partnering with RGIS, the DIY store chain found the **backlog of orders were dramatically reduced in time for Christmas**, and all orders went out **correctly and on-time**



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RGIS_CS_0201_01

Staff Support



Pick & Packing



Fast Turnaround



Satisfied Customers



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